



Brian Buchner <brian.buchner@lacity.org>

## Notes from UHRC Policy Group Meeting, 12/20

**Brian Buchner** <brian.buchner@lacity.org>

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Bcc: Allan Kawaguchi <allan.kawaguchi@lacity.org>, Gary Walendzik <gwalendzik@dmh.lacounty.gov>, Branimir Kvartuc <branimir.kvartuc@lacity.org>, Daniel Mitchell <dan.mitchell@lacity.org>, Douglas Zabilski <douglas.zabilski@lacity.org>, Daniel Halden <daniel.halden@lacity.org>, Kelly Jones <kelly.jones@lacity.org>, Dan Caroselli <dan.caroselli@lacity.org>, Leticia Gonzalez <leticia.gonzalez@lacity.org>, Wilson Poon <wilson.poon@lacity.org>, Lisa Sarno <lisa.sarno@lacity.org>, Solomon Rivera <solomon.rivera@lacity.org>, Larry Vasquez <larry.vasquez@lacity.org>, Claudia Luna <claudia.luna@lacity.org>, Caesar Cereceres <caesar.cereceres@lacity.org>, Shannon Ryan <shannon.ryan@lacity.org>, Melissa Yusilon <melissa.yusilon@lacity.org>, Ashley Stracke <ashley.stracke@lacity.org>, Christina Guimera <christina.guimera@lacity.org>, Regina Gallegos <regina.gallegos@lacity.org>, Gabriela Medina <gabriela.medina@lacity.org>, Peter Lynn <plynn@lahsa.org>, "Loew, Jennifer" <loewj@metro.net>, Marissa Aho <marissa.aho@lacity.org>, Breelyn Pete <breelyn.pete@lacity.org>, Carol Armstrong <carol.armstrong@lacity.org>, Dominic Choi <32350@lapd.online>, Adel Hagekhalil <adel.hagekhalil@lacity.org>, Chris Espinosa <chris.espinosa@lacity.org>, Elizabeth Boyce <eboyce@dhs.lacounty.gov>, Aksel Palacios <aksel.palacios@lacity.org>, Ricky Rosales <ricky.rosales@lacity.org>, Alison Becker <alison.becker@lacity.org>, Christopher Anyakwo <christopher.anyakwo@lacity.org>, Sabrina Bornstein <sabrina.bornstein@lacity.org>, Gina Lombardo <gina.lombardo@lacity.org>, Theadora Trindle <theadora.trindle@lacity.org>, Paul Weinberg <paul.weinberg@lacity.org>, Emada Tingirides <31546@lapd.online>, Brian Wall <brian.wall@lacity.org>, Neeraj Bhatnagar <neeraj.bhatnagar@lacity.org>, David Perez <david.perez@lacity.org>, Thalia Polychronis <thalia.polychronis@lacity.org>, Anna Bahr <anna.bahr@lacity.org>, Edward Young <edward.young@lacity.org>, Lisa Payne <lisa.payne@lacity.org>, Kirkpatrick Tyler <kirkpatrick.tyler@lacity.org>, Iman Nanji <iman.nanji@lacity.org>, "Bhaga, Sarai" <sarai.bhaga@lacity.org>, Howard Wong <howard.wong@lacity.org>, Jayanthi Daniel <jayanthi.daniel@lacity.org>, Raha Azarmehr <raha.azarmehr@lacity.org>, Kait Peters <kpeters@thepeopleconcern.org>, Kiana Taheri <kiana.taheri@lacity.org>, Izzy Mitchell <izzy.mitchell@lacity.org>, Laura Hill <laura.hill@lacity.org>, Colleen Murphy <cmurphy@lahsa.org>, Emmett McOske <emmett.mcoske@lacity.org>, Miguel Sangalang <miguel.sangalang@lacity.org>, Simran Sandhu <ssandhu@hsacouncil.org>, "Vasquez, Judith" <jvasquez@bos.lacounty.gov>, Ann Zald <ann.zald@lacity.org>, Karla Barrow <kbarrow@lahsa.org>, Aden Binyam <aden.binyam@lacity.org>, Elyse Azevedo <elyse.matson@lacity.org>, Meg Barclay <meg.barclay@lacity.org>, Christina Miller <christina.miller@lacity.org>, Estevan Montemayor <estevan.montemayor@lacity.org>, Yolanda Chavez <yolanda.chavez@lacity.org>, Daniel Tamm <daniel.tamm@lacity.org>, Kelly Sagaser <kelly.sagaser@lacity.org>, Julie Ciardullo <julie.ciardullo@lacity.org>, Jose Rodriguez <jose.a.rodriguez@lacity.org>, Mazharul Islam <mislam@lahsa.org>, Nancy Leu <nancy.leu@lacity.org>, Dennis Gleason <dennis.gleason@lacity.org>, Luis Orozco <lorozco@dmh.lacounty.gov>, Anne Clark <25030@lapd.online>, Kate Welsh <kate.welsh@lacity.org>, Devra Schwartz <dschwartz@hsacouncil.org>, Margaret Wynne <margaret.wynne@lacity.org>, Lily Sofiani <lily.sofiani@lacity.org>, Artie Mandel <arthur.mandel@lacity.org>, Geoffrey Yazzetta <geoffrey.yazzetta@lacity.org>, Jimmy Kim <jimmy.kim@lacity.org>, Emmanuelle Lopez <emmanuelle.lopez@lacity.org>, Enrique Zaldivar <enrique.zaldivar@lacity.org>, Nicholas Maricich <nicholas.maricich@lacity.org>, Jane Chung <jane.chung@lacity.org>, Martin Schlageter <martin.schlageter@lacity.org>, Domingo Orosco <domingo.orosco@lacity.org>, Apryle Brodie <abrodie@lahsa.org>, Angie Aramayo <angie.aramayo@lacity.org>, Ben Winter <ben.winter@lacity.org>, Gita O'Neill <gita.oneill@lacity.org>, Isabelle Huguet-Lee <ihuguet-lee@thepeopleconcern.org>, Celina Robles <38064@lapd.online>, Edna Degollado <edna.degollado@lacity.org>, Celeste Rodriguez <celeste.rodriguez@lacity.org>, Timothy Mcwilliams <tim.mcwilliams@lacity.org>, Catherine Landers <catherine.landers@lacity.org>, Jeannette Pelayo <38760@lapd.online>, "Jose P. Garcia" <jose.garcia@lacity.org>, Paola Bassignana <paola.bassignana@lacity.org>, Gabriel Miranda <gabriel.miranda@lacity.org>, Deborah Weintraub <deborah.weintraub@lacity.org>, Matthew Tenchavez <mtenchavez@lahsa.org>, Sari Ladin <sari.ladin@lacity.org>, Sarah Mahin <smahin@lahsa.org>, Gabriel Gutierrez <gabriel.gutierrez@lacity.org>, Dahlia Ferlito <dahlia.ferlito@lacity.org>, James Hayden <james.hayden@lacity.org>, TuLynn Smylie <tsmylie@thepeopleconcern.org>, Gonzalo Barriga <gonzalo.barriga@lacity.org>, Steven Pedersen <steven.pedersen@lacity.org>, Khalil Gharios <khalil.gharios@lacity.org>, Shonte Johnson <shonte.johnson@lacity.org>, Danielle Maldonado <danielle.maldonado@lacity.org>, "Chapa, Antonio" <achapa@bos.lacounty.gov>, "Burrell-Garcia, Joyce" <burrellgarciaj@metro.net>, Monique Contreras <monique.contreras@lacity.org>, Tricia Keane <tricia.keane@lacity.org>, Matt Szabo <matt.szabo@lacity.org>, Rachel Brashier <rachel.brashier@lacity.org>, Zita Davis <zita.davis@lacity.org>, Nicole Serrano <nicoleserrano@lacity.org>, Victor Hinderliter <vhinderliter@lahsa.org>, Nathaniel VerGow <nvergow@lahsa.org>

Thanks for participating in yesterday's UHRC Policy Group meeting.

We discussed the following:

**Site Visit to San Francisco's Healthy Streets Operation Center (HSOC):**

- On December 17th, the UHRC and participating City departments visited San Francisco's Healthy Streets Operation Center (HSOC). The purpose of the visit was to exchange ideas, share best practices, and develop strategies to address the challenges and needs associated with persons experiencing homelessness.
- Participating LA City departments included: Mayor's Office, LAHSA, LASAN, BSS, DOT, City Attorney's Office, CAO, LAPD, and LAFD.
- A copy of the PowerPoint and related materials from the site visit are attached.
- Generally, feedback on the visit was very positive and included the following:
  - The SF model is enforcement-led.
  - HSOC has a clear mission and objectives. "Clean and Safe Streets."
  - HSOC uses the following criteria to prioritize its response: 1) frequent 911 calls/locations; 2) mapping 311 clusters; and 3) eyes on the street.
  - SFPD and Public Works focus primarily on tents and encampments. HSOC also deploys a "re-encampment team," whose responsibility it is to prevent individuals from re-establishing encampments in previously cleaned areas.
  - HSOC has dedicated dispatchers for 911 and 311. All non-emergency homelessness-related calls to SFPD are routed through, and addressed by, the HSOC. All 311 homelessness-related service requests are routed to the HSOC.
  - There are a total of 46 police officers dedicated solely to the HSOC. All of the police officers receive weekly training at the HSOC. HSOC also has a dedicated SFPD captain assigned to the operation center and another dedicated captain assigned to the field.
  - Both police officers and other front-line employees from the SF Department of Public Works can resolve 311 service requests (directly from their cell phones via an app).
  - SF also struggles with RVs and campers.
  - Department of Public Works does not always go out into the field with force protection (e.g., SFPD).
  - Every person who filed a 311 service request was contacted by the HSOC. The function is currently being performed by an SFPD cadet.
  - HSOC collects and analyzes high-utilizer data.
  - Department of Public Works starts its cleanups at 4am.
  - HSOC is governed by a Policy Group. The HSOC Policy Group is composed of general managers and directors, while HSOC is staffed by senior manager / executive-level representatives from each department.

**This highlighted the need to have the right level of representative at the UHRC.**

  - SF's Mobile PIT Stop program uses bathroom trailers, which they own. The HSOC strongly recommended the City rent or lease mobile bathrooms for its PIT Stop program expansion.
  - HSOC installs sharps receptacles in areas of heavy encampment concentration.

#### **UHRC Operations:**

- The UHRC continued its operations from 7am to 5pm, Monday - Friday.

#### **Joint City/County Typhus Task Force:**

- BSS and LASAN continue to clean the expanded Operation Healthy Streets (OHS) Zone in DTLA.

#### **Joint City/County Opioid and Fentanyl-related Deaths Collaborative:**

- The Mayor's press conference was cancelled.

#### **Los Angeles Fire Department VHFHSZ Task Force:**

- No update.

#### **A Bridge Home - Focus Areas:**

- No update.

#### **Additional:**

- The Policy Group discussed the importance of obtaining voluntary compliance with LAMC 56.11 and other City codes, or trying to, versus using posted comprehensive cleanups in the special zones within the period before an ABH site opens. The Policy Group discussed the need to be flexible and creative in identifying solutions short of CSLA cleanings, although comprehensive cleanups remain a possibility as long as they are very closely coordinated between all the partners, including the council offices. Finally, the Policy Group discussed the need for open and frequent communication between the partners - and through the UHRC - about conditions on-the-ground at and around ABH sites or within enhanced outreach zones in the broader focus areas.

Notes from the 12/13 UHRC Policy Group meeting are attached.

**Next week's UHRC Policy Group meeting, scheduled for 12/27, is cancelled.**

Please let me know if you have any questions, or if I have missed (or misstated) anything from the meeting.

Thanks so much!

Brian

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**Brian Buchner**  
Chief, CENTCOM Operations  
Office of Los Angeles Mayor Eric Garcetti  
o. (213) 978-3107 c. (310) 909-3433

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**4 attachments**

**HSOC Call Volume Dashboard (since April) (1).pdf**  
222K

**12.17.18 HSOC Overview LA Visit2.pptx**  
3532K

**HSOC Performance Dashboards.pdf**  
151K

**Notes from 12-13-18 UHRC Policy Group Meeting.pdf**  
301K